

**Talking Book Service Advisory Committee Meeting**  
**Tuesday, September 11, 2007**  
**9:30 AM-1:30 PM**  
**Idaho Commission for Libraries**  
**River Room (Lower Level Conference Room)**

**Meeting Purpose:** To improve services to the print impaired

**Desired Outcomes:** By the end of the meeting, participants will:

1. Review and recommend guidelines for assigning digital players
2. Receive feedback on outreach theme “Sensory Pleasures at Your Library”
3. Recommend any changes in committee membership composition
4. Recommend ways to encourage use of Newline and downloadable digital books
5. Share activities pertinent to serving Idaho’s print impaired citizens

**Meeting Leader:** Sue Walker

**Facilitator:** Erin McCusker

**Recorder:** Pam Bradshaw

**AGENDA**

Meeting set-up: purpose, desired outcomes, roles, agenda review, ground rules, decision making, introductions, icebreaker	Erin	<ul style="list-style-type: none"><li>• Present</li><li>• Agree</li></ul>	20 min.
Assigning digital players	All	<ul style="list-style-type: none"><li>• Review/modify draft procedure</li><li>• Decide to send to ICFL Management Team</li></ul>	30 min.
“Sensory Pleasures” theme feedback	Anne, all	<ul style="list-style-type: none"><li>• Survey</li><li>• Discussion</li></ul>	30 min.
Committee composition	All	<ul style="list-style-type: none"><li>• Discuss</li></ul>	15 min.



NLS plans to make books downloadable, but user needs a special player.  
Player assignment is not 1<sup>st</sup> come 1<sup>st</sup> served, but based on set criteria.

Recommendations: Use bullets or move criteria around (interested user & then #’d list with veterans first). (See hand out).

Look into purchasing NLS Clone/MP3 players to supplement NLS players;  
make available on a loan basis to new patrons.

Decision – Agreed to change procedure by:

Criteria:

- Separate eligibility 1<sup>st</sup>, Active status, interested.
- Then criteria - # them.
- Once demand has been filled then 1<sup>st</sup> come, 1<sup>st</sup> served.

Next Steps: Sue will make changes, forward to committee & mg team.

<b>“Sensory Pleasures” Theme Feedback</b>
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Group responses to four questions: Survey attached

1. image – closer - message unclear – sounds intriguing.
2. Phrase – yes – message unclear saw “Sensory Pleasure” didn’t see “At your library”.
3. Too vague – people may mix sensory with sexuality.
  - ❖ Chick image – visual for females
  - ❖ Men may like it
  - ❖ Not making connection to books – vague
4. Yes – good connection between senses & print impaired.

Suggestions:

“Enhanced possibilities at your Library” (how not to say eligibility requirement)

- Like the words– connections, enhanced, enhanced reading possibilities.
- Purpose is to focus on the combination of services libraries can offer the print impaired.
- Pleasures at your library.

- Open the book to possibilities at your library.
- Focus on more than books.
- Should there be something mentioned about vision loss?
- Life long pleasures at you library (seasonal image)
- Libraries there to serve your needs
- Libraries are there for every season of your life.

Next step: Redesign display text.

Service provider brochure - liked it – will distribute when reworked to public and other service providers.

### **Committee Composition – 9 members**

Good mix of type and region; ICFL Staff are not members of committee.

Any type missing?

Suggestions:

- Staff representative from nursing/retirement homes.
- Public school representative.
- Meals on wheels.
- Invite guests from area, nursing/retirement homes, and senior centers for feedback
- Administrative side to talk about their needs.
- Veterans.
- Residents.

Next terms end in June 2008 so will implement any changes then

### **Newsline Survey Results**

- Some blind didn't get survey read from print version
- Some patrons don't like voice computer generated
- Hard to navigate.
- Physical issues.
- Can use option to e-mail Newsline through e-mail – need speech on computer.
- Takes a long time on the phone, makes user inaccessible for other calls.
- Training issues exist

### **Increase Newsline Participation**

- Condense user guide into basic steps.
- Include a Newsline insert in TBS Newsletter.
- Insert Newsline flyer in new patron information.
- During new patron follow-up phone call – tell them about Newsline.
- Commission for the Blind – tell their new customers.
- Follow-up on comments from survey.
- Use comments to increase participation.
- Follow-up with those who didn't respond.
- Hire temps to make follow-up calls/volunteer
- Ask NFB to up-date list – (remove deceased)
- Have cut/dried instructions before follow-up calls.

### **Downloadable Audio Books Discussion**

- Lobe – patrons love – don't like that they can't get one after the other – or whole book at one time. Lobe patrons will love Net-library's simultaneous access.
- NetLibrary will be great for book discussions because of simultaneous access
- Different versions of media player do the download differently.
- Playaway sounds easiest for technologically less savvy – no internet required.
- Access is most important to many users
- If people have problems with Newsline they won't use the downloadable books
- If service is not as accessible it will go out of date fast.
- Playaways have current titles.
- NetLibrary provides greater access.
- Try a couple MP3 players for ease of use and test by visually impaired.
- Flash-drives are less sensitive to dropping than hard-drive systems.
- Can purchase a MP3 player for about the same price cost as a playaway

## Participant Updates

- ✚ Share the day outreach at Caldwell – ICFL, ICBVI, LINC
- ✚ Twin Falls Health fair- ICFL
- ✚ Lewiston Community Center – Senior Health fair Lewiston City Library participated– (Dawn will get dates to ICFL)
- ✚ LINC passing out information on TBS and will give Newsline brochures out.
- ✚ Idaho Expo – Health & Fitness fair in October-ICBVI will attend.
- ✚ ISDB: population declined; blind & deaf student numbers about equal. Dorothy working on getting eligible students signed up for TBS.
- ✚ Courtney will attend Outreach & Bookmobiles conference in St. Louis in Oct.
- ✚ TBS Calendar featuring access for all libraries & their outreach activities to print impaired. Completed by end of October; copies to A.F.A Libraries to distribute in their communities.

## Next Steps 1

- ✓ Digital player distribution – guidelines/criteria – reworks, distribute to committee and management team for approval – **Sue.**
- ✓ Sensory Pleasure – brochures rework – report back at next meeting – **Sue – Anne.**
- ✓ Ask NFB to up-date list and ask how often list is up-dated – **Nancy.**
- ✓ Rework Newsline instructions – **Mary Ellen/Nancy 09/25.**

## Next Steps 2

- ✓ Follow-up calls on Newsline – finish before Dec. 1<sup>st</sup>, 2007 – **Sue & Nancy.**
- ✓ Check for software that would allow book-marking using Windows Media **GP/ SW.**
- ✓ Digital books, MP3 player, & access – **Sue will ponder**
- ✓ Lewiston Community center senior health fair send dates to Sue – **Dawn.**
- ✓ Meeting record out by 9/21/2007 – **Sue.**
- ✓ Next meeting Tuesday, 12/04/2007. 9:30 am – 1:30 pm at ICFL.

## Meeting Review

Plus ..... Delta

- ✿ Good Lunch *Cold Room*
- ✿ Good turn-out - lots of people
  
- ✿ School for D & B here
- ✿ JR. member & well behaved
- ✿ Appreciate feed back-especially candid
- ✿ Sue does what she says she will do
- ✿ Stick to the agenda – facilitator.
- ✿ Recording ☺

